


<p>SUPERIOR COURT OF CALIFORNIA</p>  <p>COUNTY OF ALAMEDA</p>	<p><u>JOB ANNOUNCEMENT</u> EOE/ADA*</p> <p>*If you need assistance with the application process because of a disability, please call (510) 271-5153 or TDD (510) 465-3929</p>	<p>24 HOUR JOB HOT LINE #</p> <p>(510) 208-3906</p> <p>www.alameda.courts.ca.gov/courts</p>
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SENIOR TECHNOLOGY SPECIALIST **(Office of Information Technology)**

PAY RANGE: **\$1,944.80 - \$2,527.20 Bi-weekly + plus management benefits**

FILING DEADLINE: **Monday, December 18, 2006 by 5:00 p.m.**

FILING REQUIREMENTS: Please send completed application form AND supplemental questionnaire to:
Superior Court of California, County of Alameda
Human Resources & Labor Relations Bureau
1225 Fallon Street, Room 105
Oakland, CA 94612

The Superior Court of California, County of Alameda is accepting applications for the position of Senior Technology Specialist in the Office of Information Technology. Under general supervision, the incumbent performs a variety of technical support duties to court computer users involving the operation, installation, maintenance, troubleshooting and support of court hardware and software systems and network administration and maintenance support services; and performs other related duties as assigned. There are currently two job vacancies.

TYPICAL DUTIES (May include but are not limited to the following:)

1. Provides assistance to end users experiencing problems with applications, including PC based applications and court applications such as DOMAIN, Jury for Windows, etc.; listens to user inquiries and description of software and/or hardware problems to diagnose the type and source of difficulty; and researches technical documentation to isolate the nature of problems and identifies corrective action.
2. Installs, configures, troubleshoots, tests and maintains personal computing equipment (e.g. computers, monitors, keyboards, printers, and related workstation equipment); installs and replaces internal computer components such as RAM or hard disk memory, CD ROM drives, communications cards, etc.; reconfigures equipment and system software to meet changing user needs; and diagnoses the causes of computer equipment failure, and conducts routine maintenance and repair of peripheral equipment (e.g. disk drives, scanners, printers).
3. Installs, upgrades, tests and maintains operating system software for client workstations; backs up and restores system software and user data on the local area networks.
4. Participates in daily network support services that includes anti-virus distribution, installation of cabling, troubleshoots and corrects network printer problems; assists in moving switches, hubs, servers and UPS; assists in mapping network drives and folders; assists with identifying network connection problems; performs general administration of LANs; and configures LAN workstations.

TYPICAL DUTIES – (Continued)

5. Trains users in the use of computer equipment and software; and trains other technology staff in LAN configuration.
6. Assists with cabling of workstations, equipment controllers and routers; traces cabling failures; and contacts vendors for repairs as needed.
7. Assists with the maintenance of software applications; and assists with inventory of computer equipment.
8. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Experience:

Option I

The equivalent to one year of full-time experience in the class of Technology Specialist in the Superior Court of California, County of Alameda.

OR

Option II

Experience:

The equivalent to two years of full-time work experience installing, maintaining and troubleshooting personal computers, data communications and peripheral equipment, operating software, and local area networks.

AND

Education:

College level course work in computer science, information technology or a closely related field.

Professional Certification:

Possession of valid Microsoft Certified Desktop Support Technician (MCDST) certification within 1 year from appointment to the class.

KNOWLEDGE AND ABILITIES

Knowledge of functions and operations of microcomputers, peripherals, application software, and of local area networks; general principles of office automation; a variety of local area networks used by the Court; network topologies and wiring configurations; basic operations of wide area networks including TCP/IP and DHCP; and a variety of network protocols and commands.

Ability to analyze and resolve user needs and problems; analyze operational and system problems, evaluate alternatives and reach sound conclusions; install, test, configure and support software and hardware used by the court; read, interpret and apply information from technical manuals or other sources; use initiative and sound independent judgment within established procedural guidelines to support application systems; organize work, set priorities and meet critical deadlines; use a variety of computer diagnostic equipment; understand electronic data paths;

KNOWLEDGE AND ABILITIES – (Continued)

communicate effectively on technical issues with individuals with varying degrees of computer familiarity; instruct others in the use of computerized information systems; establish and maintain effective working relationships with staff, Alameda County data processing department, vendors and contractors; keep abreast of current technology trends and developments in the field of information systems support; work independently and as a member of a team; use small hand and power tools to install computer related equipment.

GENERAL INFORMATION

This is a full-time (40 hours per week), FLSA exempt management position. Employment is contingent upon the provision of appropriate identifying documents to certify eligibility to work in the United States. The finalist(s) must be fingerprinted for criminal record check purposes and continued employment is contingent upon information received in the report. This position includes a one-year probationary period.

Benefits include medical and dental insurance for employee and dependents, retirement plan, accrual of 13 sick leave and 10 vacation leave days per year, 13 holidays, 3 floating holidays, life insurance, employee assistance program, deferred compensation plan, and management benefits (cafeteria plan, educational reimbursement plan, management leave days, and supplemental insurance options).

The examination process will include an initial screening of all application materials received by the filing deadline, including Court employment application and supplemental questionnaire. Failure to submit all the required application materials will result in disqualification in the examination process.

The Court reserves the right to limit the number of candidates invited to the testing process to include only the best qualified candidates should a large number of candidates apply. Successful candidates in the initial application review will be considered further in the selection process.

The components of this recruitment and examination process are subject to change.

*Application forms may be obtained at the Human Resources & Labor Relations Bureau,
1225 Fallon Street, Room 105, Oakland,
8:00 a.m.-5:00 p.m., Monday-Friday,
at our website, www.alameda.courts.ca.gov/courts
or by calling our 24-Hour Job Hotline at (510) 208-3906.*

Dist: SCT; official bulletin boards; Alameda County Depts; Craig's List; BA Jobs.com; HRNetwork; AOC; City & Co. Psn Depts; Diversity Rcrmt Directory, Community Colleges

Opened exam on December 1, 2006 with a filing deadline of December 18, 2006.

**SENIOR TECHNOLOGY SPECIALIST
SUPPLEMENTAL QUESTIONNAIRE**

The examination process consists of an initial review of candidates' applications and supplemental questionnaires to verify possession of minimum qualifications. Applicants who best meet the qualifications for this position will be considered further in the selection process.

A properly completed Supplemental Questionnaire must be submitted with your application. This questionnaire ***and*** the application form will be used in evaluating your qualifications. *Please answer the following questions and submit with your completed application form by 5:00 p.m. on the last day for filing. Failure to submit a Supplemental Questionnaire will result in disqualification.*

NOTE: For each item please include the following information: **Based on your job-related experience, provide the job title, employment period (beginning and ending dates), employer name, and major duties and responsibilities associated with the type of experience you have, type of systems, hardware and/or software used. If necessary, attach an 8-1/2"x11" paper to this questionnaire indicating additional job-related experience.**

1. Do you possess the equivalent to two years of full-time work experience installing, maintaining and troubleshooting personal computers, data communications and peripheral equipment, operating software, and local area networks OR have served in the Superior Court classification of Technology Specialist for the equivalent to one year full-time? If so, please briefly describe your experience and list specific systems, software, hardware, peripheral devices, etc. that you have used in your work.

☐ Yes ☐ No

2. Do you have work experience providing network support services to computer users? If so, please briefly describe.

☐ Yes ☐ No

Do you have experience with: ☐ LANs ☐ WANs

3. Have you worked in a multi-platform environment? If so, please provide specific detailed information regarding the applications and operating systems you worked with. Who were your customers?

☐ Yes ☐ No

4. Please list college level courses you have taken in computer science, information technology or a closely related field. Please include the year and name of institution where the courses were taken.

5. Do you possess Microsoft or other related certification? If so, please specify the type of certification you possess.

☐ Yes ☐ No

I hereby certify that all information presented is true and based on my background, skills and work experience. I agree and understand that misstatements or omissions of material facts herein may forfeit my rights to any employment in the service of the Superior Court of California, County of Alameda.

PRINT NAME: _____

SIGNATURE: _____

DATE: _____